

Avaya Enterprise Cloud Integration with Alvaria Cloud™ Outbound

Many enterprise contact centers recognize the huge advantages of proactive and compliant outbound outreach to drive more positive customer connections. Whether you're notifying customers about a new product offering, a late payment or potentially fraudulent activity, customers appreciate timely and compliant outreach over costly surprises.

Advanced list and campaign optimization tools within Alvaria Cloud Outbound enable you to easily develop, deploy and analyze sophisticated outbound contact strategies across supported platforms to increase your contact success rates and optimize your sales and/or collections productivity and results. While Avaya Enterprise Cloud provides powerful cloud-based telephony and call control for a foundation of reliable dialing capability.

Alvaria is pleased to announce a native integration of the Avaya Enterprise cloud-based contact center with Alvaria Cloud Outbound. Together, Alvaria and Avaya can empower businesses to enhance customer experience, streamline operations, and navigate regulatory challenges successfully.

KEY DIFFERENTIATORS FOR ALVARIA

Orchestrate Complex Strategies

Simplify processes for sophisticated contact strategies so they are easy to develop, deploy and analyze

Optimize Success

Increase your contact success rates and optimize your sales and/or collections productivity and results

Sophisticated Capabilities

Create highly refined and very flexible targeted calling lists across multiple sites

Advanced Functionality

Create the necessary logic to address complex challenges, implement automation, support standardization and vary rules by context

Dynamic Oversight

Manage records dynamically in an automated fashion throughout the day, with dynamic campaign management, record-based contact strategies, real-time record workflows and automated scripting

High Availability and Scalability

Dependable infrastructure across deployment options that easily scales with your business needs, resulting in minimized downtime, reduced idle time and increased security protection for sensitive customer data

KEY FUNCTIONALITY

Alvaria advanced list and campaign optimization capabilities within Alvaria Cloud™ Outbound allow you to build sophisticated outbound contact strategies using a series of customizable criteria and properties. Create business rules that define who to contact and when to contact them. Data downloads are stored in its database, scheduled from your host systems as you determine, formatted through schema processes and defined with host data mapping. The result, once your agents log in to one of the Alvaria systems, is the determination and prioritization of which records to attempt next. Completed attempt results, and any selected data from other host systems, are stored for reporting and future campaigns. Best-time-to-call capabilities help initiate phone calls to customers and prospects at the times and places they are most likely to be reached. Call result history is tracked over time to predict the best phone number and hour of day to place calls and then creates an optimized calling strategy based on campaign objectives and prioritizes by user-defined criteria. By having this functionality sit above multiple contact platforms, you have a single administration interface for making regulatory changes once rather than doing the same work multiple times separately across multiple systems. The single interface also facilitates outbound operations management for sharing lists across multiple systems and having the consistent ability to identify and deliver only usable records.

Functionality includes:

Advanced Counters for Compliance and Penetration Throttling

- A mechanism to restrict calling is available at the phone number field level rather than just at the account level. Within any list, specific dispositions can be defined that increment counters. If the maximum number of attempts for a particular phone is reached, dialing can still continue for the remaining numbers on the account allowing for more precise calling strategy.
- An option to configure rules for records with zero attempts or messages is available using the Attempt Tracker and Message Tracker. Restrict even the first requested attempt/message against the matching criteria. This allows you to leverage the additional criteria available within the Attempt and Message Tracker tools, such as Geocodes, to control exclusions. This feature gives you more flexibility and confidence that you're only attempting to contact those you wish to contact.
- Ensure highly compliant outbound dialing with DNC list management and dynamic list scrubbing, plus opt-out mechanisms and consent tracking that automatically updates global tables
- Counters can track and exclude more than one number from the dialing sequence when an assigned threshold is met (e.g., borrower and co-borrower home numbers)
- Counters are also available to be used in automated scripts as "Wait Until" triggers. Automation can be based on SUM, Average, Minimum, Maximum, and a Count of the COUNTx values within a list as well as ratios of these values.

Advanced Recall Logic

- On a list-by-list basis recall rules can be set by disposition for each phone number (home number recall when busy for five minutes while for a work number is 30 minutes)

Exclusion Control

- Exclusions can be created manually from inbound results based on intra-day processing or imported into the system from external sources such as a lock box or front desk walk-ins (eliminating call for payment received, but not yet posted)
- Exclusions can be set for multiple days and have an expiration date (allow promised payment time to post)
- Exclusions for a specific customer can be applied to one or more lists
- Intra-day exclusions can be system generated on a list-by-list basis for specified dispositions (account number, phone number, social security number, email)

Template Driven Parameter Definition Supports Standardization and Automation

- The availability of various business rules in areas such as list management, dialing style, counters, etc. can be consolidated into templates for increased administrative control
- Having standard operating procedures provides for more consistent implementation across multiple administrators
- Utilizing the available functionality makes intra-day strategy changes quicker and reduces errors

Automation

- Almost any action can be automated (a list can be stopped and started via automation, but automation cannot define a list)
- Automation increases consistency/speed of reacting to intra-day situations
- Automation frees up the administrator's time for higher value activities
- Schedules can be automated for calendar/timed-based events and for recurring rules – such as every Monday at 8:00 am, every five minutes, or every first day of the month – to trigger an individual action, such as start a list or a script with multiple actions
- Automation can occur for scripts that consolidate a series of actions that take place together or that are triggered by an event. For example, if at 11:00 am List A's penetration is > 75% and List B's penetration is < 25%, then lower List A's priority so that List B receives more activity.

Customer Data Access for Effective Outreach

- Create more positive customer connections with detailed customer account information available via screen pops
- Utilize multi-level security that protects your sensitive customer data with user-defined and role-based access

Time Zone Mapping by Phone Number, Postal Code, Host Setting, or Phone/Postal Combination

- Time zone determination can be made by postal code, host system, or a combination of these to overcome number portability issues. For conflicts, the most restrictive calling window can be used or can be overridden by customer's preferred time zone.



Preview Mode Dialing in the Context of a Predictive Campaign

- An individual record can be flagged for preview mode dialing based on certain dispositions (e.g. abandons) continuing with predictive dialing without being excluded for the day and moved to another list
- Functionality also allows you to specify which phone number positions for a record can be dialed predictively (i.e. have the customer's consent), while the remaining numbers in the dial sequence, not explicitly flagged as having consent, will be dialed in preview mode even if it is a part of a predictive calling strategy

Benefits Derived from Alvaria Cloud™ Outbound Solutions:

- Provides the ability for a single large list to be shared across multiple systems with the highest priority records always being worked first no matter the productivity or availability of agents on any one system. This prevents artificial list segmentation based merely on expected contact capacity for individual systems. This also insulates the contact of highest priority records from workforce and system interruptions.
- Allows records in a list to have data values updated intraday without taking the list offline from agents
- Allows for individual lists to be stopped, started and have priorities changed without impacting agents by introducing artificial idle time
- Only valid numbers to attempt are provided, which smooths out contacts since unattemptable numbers do not need to be evaluated by the system
- More than one list can be utilized simultaneously based on a percentage distribution. For example, one list supplies 75% of the dialing demand while another supplies 25%
 - Allows for balanced penetration between the two lists
 - Allows for lists from multiple clients to be worked simultaneously by a single large agent pool vs. multiple small groups to improve performance efficiency
 - Removes agent and time bias from champion/challenger tests between two lists since you don't need to send records to different agent pools nor work the records in an on/off fashion
- Allows for the separation of list management and distribution from telephony, agents, and host systems. No customer identifying data need cross a border
- Agents are given outbound lists with built-in compliance along with automated tools like answering machine detection so they can spend more time connecting with customers and less time on administrative tasks

About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.